



THE FED
Job Description

TITLE: Referral & Advice Officer

PLACE OF WORK: Heathlands Village Prestwich/South Manchester Office, Hale.

DEPT: Community Services, Adult Team

RESPONSIBLE TO: Adult Services Team Manager

DATE JOB DESCRIPTION REVIEWED: 28th January 2013

JOB PURPOSE:

To act as Referral Officer for THE FED by taking referrals and providing advice and information to members of the community and external agencies/professionals as part of their initial contact with the organisation.

To screen all enquiries coming into the organisation and signpost internally or refer on to services in the community where appropriate.

To undertake reviews & assessments and provide 1-1 support as required in line with support provided by the team

COMMITMENT TO OUR VALUES:

To work with both service users and colleagues, in a way which is in line with the values of the organisation, namely which:

- Supports people's right to privacy
- Respects people's dignity
- Recognises people's human rights
- Permits zero tolerance of all forms of abuse
- Enables people to maintain the maximum possible level of independence, choice and control
- Treats all people as individuals
- Supports people to freely express their needs and wants
- Demonstrates respect and integrity in all our work with people

Main duties and responsibilities:

1. To provide a duty Service, accepting enquiries and referrals via the telephone or personal callers to the office.
2. Act as the initial point of contact for members of the community and professionals/agencies seeking advice and information.
3. To complete referrals for allocation to workers within the FED and to refer to other services in the community. This involves inputting information onto local authority assessment systems as well as the FED's own databases
4. To provide advice and information on services available from the FED or other organisations.
5. To undertake work as part of Duty where service users' needs can be met without case allocation.
6. To undertake financial assessments/reviews as part of the FED's financial support service.
7. To provide support and advice to volunteers in their work with service users as required.
8. To collate and maintain statistical information with regard to enquiries, referrals taken and advice provided and contribute to the management of other data as required.
9. To proactively liaise with all projects within the organisation to ensure that all service users' needs are considered in a consistent manner.
10. To maintain up to date records of work undertaken.
11. Contribute to the recording and maintenance of case work notes where appropriate.
12. To undertake research and/or produce written reports when required by your line manager or other agencies.
13. To develop an awareness of available community resources, services, and legislation which will have an impact on your role, and to liaise with other organisations where appropriate.
14. To maintain an awareness of welfare rights and benefit related issues.
15. To identify and report to your line manager, policy and service deficiencies and contribute to the development and improvement of agency policies, procedures and services.

16. To ensure that Jewish service users receive a service that is appropriate to their cultural and religious needs from both the FED and other organisations.
17. To undertake assessments, reviews and casework as identified by the adult social work team manager.
18. To deliver advice and information service in community settings as required by project

General Responsibilities

- To work in accordance with the organisation's mission, vision, strategic plans, policies and procedures.
- To work in accordance with the Health Professions council (HPC) code of practice for social care workers and Care Quality Commission (CQC) regulations.
- To behave in a manner that reflects positively on the organisation at all times.
- To demonstrate a commitment to the safeguarding and welfare of vulnerable adults and children.
- To promote equality of opportunity and anti-discriminatory practices.
- To assist in monitoring and maintaining quality standards across the organisation.
- To demonstrate an understanding and commitment to the principles of confidentiality.
- To work in a manner that is sensitive and empathetic to the culture of the Jewish Community.
- At all times ensure effective and efficient use of the THE FED's resources.

Health & Safety

- All employees are subject to the Health & Safety at Work Act.
- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work.
- To undertake duties and responsibilities in full accordance with the organisation's Health & Safety policy and procedures.
- To co-operate with policies and procedures to enable the organisation to comply with its obligation under Health & Safety legislation.
- To report immediately to your line manager any defects in equipment or the working environment and report areas of risk.

Training and Development

- Participate fully in training and development in accordance with the organisations training plan and mandatory requirements.
- To attend and participate in supervision sessions and an annual personal review.
- To attend and participate in staff meetings.
- To contribute to the learning of other staff.
- To employ the skills and knowledge gained from training back in the work environment and to evidence your progression through measure of competencies in supervision with your manager.

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in light of changing circumstances, following discussion with the post holder.

Manager _____ Post Holder _____
(print name) (print name)

Signature _____ Signature _____

Date _____ Date _____